



ONGOING INVENTORY MANAGEMENT PLAN

AT&T Ongoing Inventory Management:

AT&T's processes and procedures for ongoing management of the Inventory Database will ensure completeness and accuracy of all Inventory Database elements.

AT&T procedures for routine audits of billing against inventory database:

New service order activity is audited using a first bill review to confirm the inventory database information and the billing elements are correct and compliant with contract requirements.

AT&T will provide DIR with an Access database report for service ordered by DIR. This Access database report will be generated each month and can be used to compare what DIR is billing their end users by the DIR back office system.

AT&T Notification procedures for identified inventory database discrepancies:

Database discrepancies are handled by the AT&T Customer Care Team located in Austin Tx. Inventory discrepancies identified are resolved within 30 days and a new summary manual bill is issued with corrections. If the discrepancy is identified by DIR, notification and resolution is provided back to DIR with the revised invoice. If the discrepancy is identified by AT&T, the information is sent by email to Delores Williams, DIR Billing Team Manager and the billing team member assigned to the invoice.

AT&T Remediation procedures and timeframes for corrections to inventory database:

Every effort will be made to resolve inventory discrepancies within 30 days or one bill cycle.

If DIR discovers any inventory discrepancy outside of AT&T's monthly audits, DIR should notify the AT&T State of Texas Customer Care Center in writing at:

AT&T
Attn: Jan Phifer
712 E. Huntland Drive
Room 329
Austin, TX 78752
512 421-5211
janis.phifer@att.com

The AT&T State of Texas Customer Care Center will review and provide written notice to DIR within 2 to 4 business days of the outcome of the dispute resolution review.

If the review validates DIR dispute, AT&T State of Texas Customer Care Center will make appropriate adjustments. Revised invoices will be provided to DIR for each individual CBA and one Grand Total invoice within 10 business days.



**DIR CONTRACT NO. DIR-TEX-AN-NG-CTSA-005
ATTACHMENT F-15 TO EXHIBIT F
ONGOING INVENTORY MANAGEMENT PLAN
FINAL VERSION**

If the review does not validate DIR dispute, AT&T State of Texas Customer Care Center will provide details to substantiate the charges.

If DIR dispute remains unresolved during the 30 day period, the dispute is escalated to the next level of management and escalations will continue until a resolution is obtained.